

SOS Remote App 5.1+ Release Notes



Version 5.1.1

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For detailed information on using the SOS Remote app, please refer to the [SOS Remote User Manual](#) (also located at: SOS website > Support tab > Manuals menu > SOS Remote App menu item).

Release Dates

SOS Remote app 5.1.2 – Released November 28, 2016

SOS Remote app 5.1.1 – Released October 6, 2016

SOS Remote app 5.1.0 – Released August 25, 2016

Requirements

The SOS Remote app requires **iOS 9.2 or later**. A minimum **SOS software version of 5.1.0** is required. (Note that SOS software version 5.0.0 will work, however, there are a few important bugs that were fixed after SOS 5.0.0, so we recommend upgrading your SOS version.)

Special Installation Notes

Note #1 for clearing thumbnail cache:

In this version of the app, a number of bug fixes were made to thumbnails that were either missing or that were being displayed with the wrong datasets. Because the iPad app maintains a thumbnail cache, the new thumbnails might not appear on your new version of the app. So, to get the latest thumbnails for all the datasets, we recommend completely removing the existing app and re-installing the new one, as follows:

- Go to the iPad Settings (gear icon on iPad home screen) > SOS Remote app section and write down the information that is in the Name or IP field.
- Delete the SOS Remote app from your iPad (hold down the SOS Remote app icon until it starts to wiggle, and then tap the X button to remove it). This guarantees that the thumbnail cache gets cleared.
- Install the latest SOS Remote app from the Apple Store.
- Once the app is installed and is connected to the SOS computer, we recommend going to the Data Catalog tab, tapping the Clear button in order to show all SOS datasets in the datasets search results, and then scrolling through the list all the way to the bottom. This is so the thumbnails will get cached and in subsequent searches, pulling up the thumbnails will be faster.

Note #2 for installing the latest SOS Remote app on iOS 9.2+:

If you are running iOS 9.2+ on your device, you may experience some app installation glitches. Following are two different problems and solutions we have found:

- Go to the Apple Store app on your device and install the latest SOS Remote app, version 5.1. When you open the app, the old version, version 5.0 or earlier, might appear (you will know it is an old version if you see the title MAIN CATEGORIES instead of MAJOR CATEGORIES on the Data Catalog tab towards the top half of the screen). If this happens, go to the App store again and click the Install or Update button again. You may have to do this a couple of times before the new version gets installed.
- Once the new version is installed, if you go to the iPad Settings (gear icon on iPad home screen) and click on SOS Remote app, the settings fields like Name or IP may not show up. If this is the case, delete the app from memory (by double tapping the home screen and swiping away the SOS Remote app). Then click on the SOS Remote app to reopen it. Then, go to the iPad Settings > SOS Remote app section again, and the SOS Remote app's settings should appear.

Enhancements

- A site can now have their custom overlays appear in the Overlays dialog for quick and easy dynamic layering. Please see the Overlays section of the [SOS Remote User Manual](#) for information on how to do this.
- Added a “Loading Dataset / Please Wait” message for better user feedback and long load times whenever a new dataset is selected and is being loaded onto the sphere.
- Greatly reduced the transfer time of the SOS Data Catalog database from the SOS computer to the iPad.

5.1.2 Bug Fixes

- A fix for iOS 10.0+ devices where the Data Info dialog and the Playlist Builder would not display the selected dataset's description.

5.1.1 Bug Fixes

- A fix for some iOS devices where the Layers button of a selected Data Catalog dataset would disappear and the dataset would no longer be highlighted when navigating between tabs or modes.

5.1.0 Bug Fixes

- The Missing Dataset or Missing Playlist error messages would sometimes incorrectly pop up on the iPad after selecting a dataset to load onto the sphere even though the dataset/playlist were present on the SOS computer.
- The Data Info dialog would sometimes display the wrong dataset description, thumbnail and/or dataset playlist path.
- The dataset thumbnails in the Playlist list or Data Catalog list were sometimes incorrect or missing, especially for Live Programs.
- Multiple datasets in the site-custom folder with the same name were only showing up once when accessed from the Data Catalog tab > Site-Custom Major Category.
- The SOS Data Catalog status message and icon were sometimes incorrect when the app was run for the first time.
- Improved workflow for saving a presentation playlist using the Playlist Builder.
- Fixed the sorting and display of dataset search results and sub-category names so that they are not case-sensitive.
- Fix for bug where PIP, Layer, etc. overrides in a Live Programs presentation playlist were not getting loaded onto the sphere.
- Fix for Sub Category and Live Programs names getting truncated if they were longer than one line.
- Increased the network timeout time to fix errors caused by slow data transfers between the SOS computer and the iPad. For example, sometimes the dataset paths would show on the iPad Presentation Playlist list instead of the dataset names.